

1501 - INFORMATION TECHNOLOGY DIVISION DIRECTOR

NATURE OF WORK

This is advanced professional management work planning, organizing, staffing, directing and controlling the activities of Information Technology (IT). The employee in this classification is responsible for directing and supervising the operations of a centralized computer center with an extensive network of interconnected distributed processors in various departments. Emphasis of the work is on assuring the provision of economical and efficient automated data processing services to City departments, developing policy for the use of automated data processing within the City, establishing divisional objectives for departmental operations, and measuring results. Responsibilities include developing plans for the acquisition, installation and operation of automated data processing equipment for the City, and assisting in the negotiation of contractual terms and conditions with appropriate vendors. The incumbent exercises an extensive degree of originality, judgement and professional and technical managerial knowledge in formulating departmental policies and in directing automated data processing activities. Scope of the work encompasses all departments and employees of the City and the various vendors who provide the City with computer, telephone, radio and pager equipment, systems and services. Must keep current with rapidly changing technology. Supervision is exercised through various levels of subordinates over a variety of technical, professional, administrative, specialized and clerical employees with assigned responsibilities, in various phases of department operations. General supervision is received from the City Manager's Office, which holds the incumbent responsible for the attainment of desired objectives, the professional management of departmental operations, and for the quality of service to City departments.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Directs the operation, planning, development and analysis of on-line computer applications, data and word processing systems for administrative computing.

Participates, with other management employees in the development, implementation, interpretation, and application of data processing policies and objectives

Provides for programming and data system feasibility studies, systems analysis and design, hardware and software selection, programming, and data processing center operations.

Evaluates technological advances and develops methods and procedures.

Provide technical information on department requests for equipment, software, and systems.

Defines the scope of systems analysis and programming projects.

Coordinates project schedules and monitors staff performance.

Reviews the analysis of the testing of systems and programs to insure completeness of controls, adherence to standards, completion of documentation, quality of output, and efficiency of systems and programs.

Reviews requests for new applications, and assists in determining priorities and relative merit of proposed computer usage.

Review building layouts regarding cabling and equipment requirements City-wide for new installations and

1501 - INFORMATION TECHNOLOGY DIVISION DIRECTOR

changes.

Consults with, advises, and coordinates with other City offices, groups, and departments, as necessary, for the proper integration and correlation of data processing activities and functions.

Analyzes and tests new products and options prior to making recommendations to the City.

Keeps current with rapidly changing technology.

Projects long range City-wide data processing service needs.

Prepares budget and status reports on assigned projects.

Develops, presents, and supports budget estimates and financial plans for providing data processing services, and for the acquisition of data processing hardware and/or software, or for the development of such software.

Assists in negotiating with vendors, the contractual terms regarding acquisition, installation, and maintenance of data processing equipment.

Makes decisions regarding the hiring, discipline and promotion of subordinates; reviews performance reports and/or rates subordinate performance; exercises authority for departmental personnel actions consistent with collective bargaining agreements, City personnel rules, and other applicable rules and regulations.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principles of public and business administration.

Thorough knowledge of the principles of management and their application to the administration of government activities.

Thorough knowledge of current developments in the field of automated data Processing technology;

Thorough knowledge of systems analysis, computer programming and electronic data processing equipment.

Thorough knowledge of the data processing needs of City departments, or the ability to rapidly acquire such knowledge.

Thorough knowledge of supervisory principles and practices.

Thorough knowledge of applicable City, State and Federal laws, rules and regulations pertaining to departmental operations.

Ability to balance demand with limited resources in providing effective, efficient and economical data processing services to City departments.

Ability to use professional managerial and technical knowledge to formulate departmental policy and control departmental activities.

Ability to plan, organize and supervise, through various levels of subordinates, the work of all departmental employees in a manner conducive to full performance and high morale.

Ability to effectively evaluate the impact of alternative possible courses of action on departmental operations, future developments and circumstances of a new or unprecedented nature.

1501 - INFORMATION TECHNOLOGY DIVISION DIRECTOR

Ability to establish and maintain effective working relationships with City officials, other employees, professional groups, vendors, and the general public.

Ability to communicate clearly and concisely, both verbally and in writing, to individuals and to groups.

Ability to determine if departmental standards, goals, and objectives are being met and to redirect priorities and take any other corrective action as necessary.

MINIMUM REQUIREMENTS

Graduation from an accredited college or university with a Bachelor=s degree in Computer Science, Management Information Systems, Public/Business Administration or a closely related field. Five (5) years full-time experience as an information technology professional with the majority of experience in LAN/WAN, personal computers or mid-range computers (must specify type). Three (3) years of above experience must have been in an administrative/managerial capacity. Additional related experience may substitute for education on a year-for-year basis. **DESIRES:** Master=s degree. Knowledge and experience in governmental applications; Client-Server environment using Windows 3.1/95/NT, Novell, UNIX; Motorola 800 MHZ radio; microwave-based data communications; and ROLM telephone systems. Proven experience in internet/intranet solutions.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling. Some climbing ladders and steep staircases during Radio Site Inspections. Carrying test equipment to Radio Sites. Ability to lift weight up to 50 pounds.

SUPERVISION RECEIVED

General supervision is received from an Assistant City Manager who holds the incumbent responsible for the attainment of desired goals and objectives, the professional management of departmental operations, and for the quality of service to City departments.

Incumbent is given wide latitude to exercise independent judgement in resolving day-to-day problems. Work is reviewed through meetings and reports.

SUPERVISION EXERCISED

Supervision is exercised through various levels of subordinates over a variety of technical, professional,

1501 - INFORMATION TECHNOLOGY DIVISION DIRECTOR

administrative, specialized and clerical employees with assigned responsibilities in various phases of departmental operations.

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